GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1915
ANSWERED ON:14.03.2017
Fake Call Centres
Meena Shri Harish Chandra

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the details of fake call centres duping people of huge amount of money,
busted by various police agencies across the country, State-wise;

(b) whether the Government has asked various State Governments for enforcement of strict rules while registering call centres and if so, the details thereof;

(c) whether any involvement of higher level officers or police has been found in such cases; and

(d) if so, the details thereof and the follow up action taken thereon?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)

(a) to (d): State Police and field units of Department of Telecom take necessary action whenever such incidents come to notice. Telecom Enforcement Resource and Monitoring (TERM) Cells register the Other Service Providers (OSPs) throughout the country in their respective jurisdiction which includes call centres also. These OSP are application service providers like tele-banking, tele-medicine, tele-education, tele-trading, e-commerce, call centre, network operation centre and other IT Enabled Services, by using telecom resources provided by authorized Telecom Service Providers. The terms and conditions for OSP registration are available on DoT website at the link http://dot.gov.in/relatedlinks/registration-under-other-service-providers-osp-category.

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